

New Orleans Civil Service

AN EQUAL OPPORTUNITY EMPLOYER

OFFICIAL CLASS TITLE

ENTRANCE SALARY: \$27,481 PER YEAR

SENIOR OFFICE SUPPORT SPECIALIST (CLASS CODE 0145)

FINAL DATE FOR FILING APPLICATIONS: Applicants will be accepted until this announcement is withdrawn. Applicants who have taken the performance examination will not be allowed to repeat that portion of the examination for a period of one (1) month from the date of their last test, not to exceed four (4) times within a year.

KIND OF WORK:

Advanced clerical and some administrative work performing a wide variety of clerical operations or a highly specialized clerical function; and related work as required.

MINIMUM QUALIFICATION REQUIREMENTS:

- 1) High School Diploma. Original High School Diploma or GED issued by the State Department of Education must be presented at the time of application.
- 2) Permanent status with the City of New Orleans in a class of work having a pay grade equal to or higher than Office Support Specialist (pay grade 42) and two (2) years of experience at that level.
- 3) Successful completion of the following courses offered by the Civil Service Employee Growth and Development Division or equivalent courses offered by the Sewerage & Water Board's Training Division:

<u>Note:</u> The Civil Service Department reserves the right to determine what courses are considered equivalent.

Basic Grammar Usage and Proofreading	(COMM	110)	<u>Or</u>
Basic Grammar Usage and Proofreading	(COMM	111)	And
Basic Grammar Usage and Proofreading	(COMM	112)	
Business Writing	(COMM	130)	
Business Math	(COMP	410)	
Human Relations	(PBSV	210)	
Techniques of Good Customer Service	(PBSV	220)	
Telephone Techniques	(PBSV	230)	
Introduction to Supervision	(SUPV	610)	
Personnel Interviewing	(SUPV	620)	

AND One (1) of the following courses:

Counseling & coaching	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

<u>Note:</u> MIS courses (Introduction to PC's course, MS/PC-DOS or OS (FM) course, and two (2) software application courses), which are normally requirements for this position, have been waived until further notice.

KIND OF EXAMINATION:

A qualifying computerized keyboarding test with a minimum of thirty-five (35) words per minute after the deduction of errors and a qualifying rating of training and experience to determine that the candidate meets the minimum qualifications. Credit will only be given for related experience gained within the last ten (10) years.

Note: Applicants who have taken and passed the typing test after 12/31/2001 with a score of at least 35 words per minute need not repeat the typing test for this position.

This is a non-competitive promotional examination limited to permanent employees of the City of New Orleans in accordance with Rule V, Section $8.1 \, (d)$.

Announcement No. 7981 (Amended 11/01/06 and 07/01/08)

June 23, 2006

THE CITY OF NEW ORLEANS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, PHYSICAL OR MENTAL DISABILITY, SEXUAL ORIENTATION, CREED, CULTURE, OR ANCESTRY. REQUESTS FOR ALTERNATE FORMAT OR ACCOMMODATIONS SHOULD BE DIRECTED TO DODDIE K. SMITH AT (504) 658-3516 OR TTY/VOICE AT (504) 658-2059 OR 1-800-981-6652.

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